



Elizabeth Morgan House Aboriginal Women's Services Inc.

Service Delivery Manager - Position Description

Date:	15 February 2018
Position Title:	EMH Service Delivery Manager
Location:	EMH Administration Office 441 Clarke Street Northcote Vic 3072
Manager:	Chief Executive Officer
Status:	1 Year Contract
Hours:	Fulltime
Salary Range:	\$85,000 - \$95,000
Exemption:	Identified Position for an Aboriginal Female.

Elizabeth Morgan House Aboriginal Women's Service is a peak body in Victoria for Aboriginal women. We are an Aboriginal community controlled organisation, we strive to take direction and work consultatively with our members and all Aboriginal women within their communities on all aspects of our services. Central to all aspects of our work and business is the aim to provide advocacy and support for the empowerment of Aboriginal women. We also provide a safe, secure accommodation, support and counselling services to Aboriginal women and their children experiencing family violence

EMH provides a range of support services to Aboriginal women and children experiencing family violence from crisis to recovery programs. Our service comprises of:

- Peak body for Victoria – advising Peak Aboriginal Organisation's, Government and NGO sector on issues, policy and advocacy which affect Aboriginal Women and their children
- Policy, research and advocacy in issues relating to Aboriginal women and their children living in Victoria
- High security Aboriginal women's refuge – crisis accommodation services, intensive case-management, support and advocacy
- Outreach services - crisis and intake service, case management, support and advocacy services and court support
- Family violence housing crisis worker
- After-hours crisis service
- Family violence counselling for women
- Financial counselling

POSITION OBJECTIVE:

To lead, manage and strategically plan for the successful long term operations and sustainability of EMH in accordance with the vision and goals of the EMH membership with the authority and guidance of the EMH Board of Directors.

The Service Delivery Manager will provide leadership in the areas of Governance, Risk and Compliance. The Service Delivery Manager will undertake Strategic Activities, Key Stakeholder Relationships, Financial Management and overall Human Resource Management to ensure effectiveness and compliance, along with contributing to the development and implementation of organisational strategies, policies and practices.

ROLE CONTEXT:

The Service Delivery Manager has the overall responsibility for EMH service and operations. We provide outreach services to the North-West metropolitan region and operate a high security refuge which services any women and her family experiencing family violence from across Australia. We have both financial and family and children specialised counselling on-site. We operate a variety of projects and events for Aboriginal women and children living in Victoria. In addition to this arm of service delivery, we also conduct training to other organizations and professionals in the areas of housing, culturally appropriate case management. We also undertake policy, research and advocacy work.

The EMH Executive Management Team consists of a Chief Executive Officer, Manager of Business and Operations and Service Delivery Manager. The Executive Managements Teams role is to work collaborative to develop and advances the aims of EMH and provide holistic and effective services to Aboriginal families.

KEY ACCOUNTABILITIES

KEY RESULT AREA	MAJOR ACTIVITIES
<i>Service Delivery</i>	<ul style="list-style-type: none"> • Develop, implement and manage the organizations funded services and programs. • coordinate the organizations Crisis Supported Accommodation service (refuge) and family violence crisis service. outreach, counselling and court support family violence services • Coordinate and manage regular team and case-management meetings. • Manage and coordinate staff and relevant other agencies to case management best practice. • Provide consultation and advice to other professionals and support team members to provide efficient and effective service delivery to both clients and other agencies. • Implement service delivery programs to ensure sustainable and optimum service delivery and performance.

	<ul style="list-style-type: none"> • Lead continuous improvement in all areas using appropriate accreditation and family violence frameworks. • Manage and review organizations standards and processes of document management. • Manage and maintain organizations family violence services documents and templates. • Ensure direct service staff are adhering to organizations requirements of document management systems and processes (including use of templates and forms). • Implement the organizations client filing system in line with privacy and confidentiality laws. • Manage the maintenance of timely accurate statistical data as required by organization, including DHS (IRIS) and SHIP and SHOR and other databased to enable EMH to report to DHHS and other funding agencies to ensure ongoing funding. • Enhance service delivery practice by encouraging a focus on continuous improvement in direct services through management of the policies and procedures manual. • Ensure that appropriate clinical risk management strategies are implemented. • Manage and maintain quality improvement programs and other activities that meet service/accreditation standards. • Maintain knowledge of all relevant external legislation and internal policies and procedures that relate to this position and the organization. • Manage data collection and reporting processes of the funded services and programs. • Lead development and delivery of target compliance & service delivery strategies. • Provide the Chief Executive Officer with necessary data reports, information and reports on liaison with government departments relating to funded services. • Assist in leading the organization with new and innovative service delivery programs and practice. • Provide and keep organization updated on performance, compliance and trends in the service and sector. • Ensure EMH is represented and engaged in the funded North / West Integrated Family Violence Partnership and other key relationships/partnerships as directed by compliance requirements and the Chief Executive Officer. • Coordinate, and report to the Chief Executive Officer the organizations progress in maintain accreditation. • Other duties as directed.
<p><i>Compliance, Statutory Duties & Risk Management</i></p>	<ul style="list-style-type: none"> • Assist the Chief Executive Officer to ensure compliance with statutory, funding, contractual and legislated obligations relating to the operations of the EMH.

	<ul style="list-style-type: none"> • Develop in consultation with the EMH Executive Team the Annual Report. • Other duties as directed.
Human Resource Management & Information Technology	<ul style="list-style-type: none"> • Assist in performance review cycles and application of pay increments and provide information requested by the Chief Executive Officer. • Implement a consistent performance management approach to delegate responsibility and drive accountability through all levels of the organisation • Manage and supervise direct service staff, which include development of performance and work plans, performance appraisals, supervision, debriefing and rostering of schedules. • Participate in and conduct performance reviews and planning within the Executive Management Team and for reporting staff in alignment with EMH values. • Contribute to direct service staff training needs analysis, identify professional development requirements and relevant peer support systems to operate effectively. • Other duties as directed.
Management Team Member	<ul style="list-style-type: none"> • Work as a member of the Executive Management Team to ensure the effective and efficient management and operation of EMH in accordance with its values and strategic direction. • Other duties as directed.
Governance	<ul style="list-style-type: none"> • Support the Chief Executive Officer through providing reports and assisting with the development of recommendations that will assist in the fulfilment of EMH Vision and Strategic Plan including service agreements, partnerships and legal obligations. • Inform and support the activities of the organisation through the provision of advice and information relating to relevant to family violence legislation and partnership frameworks. • Support and implement good governance through advice and information on protocols, policy and processes. • Develop and maintain relationships with all EMH staff which are professional, respectful and inclusive. • Maintain open communication through appropriate processes and behaviour to inform the Chief Executive Officer and relevant staff members of operational issues. • Respond to direct enquiries and requests for information and give appropriate assistance and advice as directed by the Chief Executive Officer. • Other duties as directed.
Strategic Direction and Implementation	<ul style="list-style-type: none"> • Contribute the development, documentation, implementation and review of strategic and operational plans.

	<ul style="list-style-type: none"> • Contribute to the preparation, development implementation and evaluation of the EMH Business Plan on an annual basis. • Report to the Chief Executive Officer regularly against strategic objectives and funding agreements to facilitate review and level of achievement. • Report to the Chief Executive Officer on available opportunities for engagement and growth with stakeholders and non-government agencies to further the objectives of EMH's Strategic Plan. • Other duties as directed.
Quality Improvement	<ul style="list-style-type: none"> • Maintain an up to date knowledge of DHHS, Child Safety and Rainbow standards and any related standards and their operational requirements. • Work with the management team to develop, maintain and implement the Quality Improvement Plan. • Work with the management team to develop systems and processes to ensure compliance with relevant standards. • Work with the management team ensure services meet the quality requirements as specified by EMH and DHHS. • Work with the management team to Identify opportunities to improve service systems across the region/ state. • Contribute to research initiatives, particularly those that give emphasis to determining quality, outcomes and evaluation in relation to core services. • Ensure that services are accessible and culturally sensitive to diverse client and community needs. • Other duties as directed.
Leadership & Relationship Management	<ul style="list-style-type: none"> • Lead in cross organization team planning with other sections of EMH. • Report to the EMH Board of Directors monthly and as required. • Utilize a range of leadership styles appropriate to situations to motivate, guide and develop staff. • Use an effective and consistent performance management approach to delegate responsibility and drive accountability through all levels of the organization. • Lead by example and build an organizational culture that fosters and supports team work and professional development. • Engender commitment and support for the implementation of the organizations strategy through management and communication practices. • Encourage openness and collaboration throughout the organization where professionalism, respect and cooperation are valued, recognized and rewarded. • Assist the Chief Executive Officer in the engagement and communication on existing programs, new

	<p>initiatives and information within the context of the needs of Aboriginal families.</p> <ul style="list-style-type: none"> • Assist the Chief Executive Officer to maintain relationships with Aboriginal Community Controlled Organizations and local Aboriginal communities. • Establish and maintain relationships with local, state and federal governments, key stakeholders and community organizations to achieve positive outcomes to represent the objectives of EMH and the needs of Aboriginal families as directed. • Actively advocate, engage and monitor key partnerships relevant to the organizational strategic plan as directed. • Actively advocate for Aboriginal families on family violence issues as directed. • Undertake all levels of local, state and national engagement, including key stakeholders to strengthen the capacity and position of the organization as directed. • Work with a range of identified agencies to respond to and deliver services within an integrated family violence practice framework as directed. • Coordinate and participate in community education and information provision to other service provider / networks as identified. • Other duties as directed.
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KEY SELECTION CRITERIA

Essential:

- Demonstrated ability to work with the Executive Management Team.
- Highly developed leadership, management and team development skills in a community-based service.
- Demonstrated knowledge of the culture and kinship networks of Aboriginal peoples and their communities.
- Demonstrated understanding of issues affecting Aboriginal families.
- Extensive experience in the family violence field and a sophisticated understanding of current family violence policies and frameworks.
- Demonstrated experience in meeting accreditation, and quality and continuous improvement standards.
- Excellent interpersonal and communication skills, including the ability to communicate, liaise and negotiate effectively across a wide range of Aboriginal and non-Aboriginal Indigenous agencies, services and communities.
- Excellent time management skills and the ability to manage multiple demands.
- Proven communication skills – written, oral and presentation, in a range of community, media and meeting contexts.

OTHER RELEVANT INFORMATION

- EMH respects and values diversity, and does not discriminate on the basis of race, sex, gender identity, sexuality, ethnicity, age, disability, religion or politics. We are committed to embedding gender equality, diversity and inclusion throughout our

organisational practices and in the programs we deliver and this commitment is reflected in all of our processes and policies, including recruitment and selection.

- Current Holder of a National Police Check, Australian Drivers Licence and WWCC.
- Willing for EMH to undertake a Probity check on your employment history and qualifications.
- You will need to disclose any pre-existing illness or injury you know about which could be affected by the described work duties. Under section 82 (7) of the Accident Compensation Act, failure to disclose such a pre-existing illness or injury will mean that, if employed, you will not be paid compensation for that condition.

THIS IS AN IDENTIFIED POSITION

Exemption under section 28 of the Equal Opportunity Act 2010 to employ women only for Women's Services Programs